Billing Agent Basics

May 9, 2023

MDHHS

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"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

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Acronyms

Abbreviation	Definition
TR3	Technical Report Version 3
FTS/DEG	File Transfer Service or Data Exchange Gateway
ISA13	Interchange Control Header
Loops and Segments	Contain the readable information that provides the identifying information for the claim that was filed.
ESM	Electronic Submission Manual
CORE	Committee on Operating Rules for Information Exchange
SFTP	Secure File Transfer Protocol
SOAP + WSDL	Simple Object Access Protocol + Web Services Description Language
Class ID/File Name	Identifies the type of file being submitted or received.

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Billing Agent Overview

New Billing agents or trading partners wanting to submit electronic files on behalf of an enrolled Medicaid Provider must enroll in Community Health Automated Medicaid Processing System (CHAMPS).

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Overview

- [Michigan Medicaid Provider Manual](#)

- [Trading Partner webpage](#)

MILogin and CHAMPS Access

Submit the Billing Agent Application

MDHHS reviews application

Testing process

Submit production files

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MILogin and CHAMPS Access

- Domain Administrator Functions
  - Electronic Signature Agreement Cover Sheet MDHHS-5405
  - Electronic Signature Agreement DCH-1401

- CHAMPS Enrollment Application: Billing Agent User Guide

- The Community Health Automated Medicaid Processing System (CHAMPS) is the MDHHS web-based, rules-driven, real-time adjudication Medicaid Management System.

- The CHAMPS Web Application resides within the Michigan Department of Health & Human Services (MDHHS) MILogin website. In order to access CHAMPS, you will need to have a valid MILogin account.
  - To register for a MILogin user ID and Password visit https://milogintp.michigan.gov
  - Introduction to MILogin and CHAMPS - PDF, Webinar
  - Users needing access to the billing agent domain will need to work with the Domain Administrator for the billing agent.

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Application Review Process

- Electronic transactions being submitted for one billing provider NPI can be submitted in CHAMPS directly using the batch upload function. A CHAMPS billing agent application is not required and would be denied in these circumstances.

- [Electronic Submission Manual](#)

- [CHAMPS Enrollment Application: Billing Agent User Guide](#)

- [CHAMPS Batch Upload Instructions](#)

- Submit the CHAMPS Billing Agent Application

- MDHHS Automated Billing Review Process
  - MDHHS will email the technical contact listed within the enrollment application to verify additional pieces of information.
  - Based on additional information received the application will be processed accordingly.

Approved

The billing agent will receive a CHAMPS-generated approval letter and an email from MDHHS with additional instructions for the next steps. (Testing Phase 1 and Phase 2)

Once the billing agent application is approved a billing provider must log into CHAMPS and modify their provider enrollment information to associate the billing agent's CHAMPS provider ID number.

More Information

At times based on information reported on the application additional information may be required from the billing agent.
- In these instances, MDHHS Automated Billing will send an email asking additional questions.
- If there is no response within 7 business days to the email sent, the application will be automatically denied. CHAMPS generates a denial letter.

Denied

The billing agent will receive a CHAMPS-generated denial letter.
- After Automated Billing reviews the application and determines that the application does not meet the qualifications an email response will be sent to the technical contact with additional details along with a CHAMPS-generated denial letter.

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Testing Process

All Michigan Medicaid billing agents will need to complete the B2B Testing process to ensure proper submission of HIPAA-compliant transactions. Michigan Medicaid utilizes the HIPAA-compliant ASC X12 Version 5010 format for HIPAA transactions, except those with retail pharmacies.

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Testing: Phase 1

- [Provider Enrollment Instructions: How to associate to a billing agent](#)

- [Ramp Manager Access](#)

- [Instructions for Access to the CHAMPS B2B Test Environment](#)

- Testing Instructions
  - [5010 270 ACA Test Instructions](#)
  - [5010 276 ACA Test Instructions](#)
  - [5010 837 Claims Test Instructions](#)
  - [5010 837 Encounter Test Instructions](#)

- [HIPAA companion guides](#)

Phase 1

- Ramp Manager Testing Process (tests HIPAA 5010 production format of file)
  - The billing agent will receive a Community Invitation e-mail inviting the billing agent to the State of Michigan testing website (Edifecs/Ramp Manager) to test the 5010-production format.
- Prepare the test file using MDHHS criteria as well as referencing the Technical Report-type 3 (TR3).
  - Use "T" in the ISA13 element of your test file.
- Email MDHHS-B2B when you have successfully submitted the test file to request that MDHHS review your test results. MDHHS will review the file and reply.
- CHAMPS B2B Testing Process (tests CHAMPS-specific edits)

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Testing: Phase 2

- Upon approval of phase one of your 5010 testing, billing agents will receive an email from MDHHS automated billing with the FTS/DEG credentials and instructions for the File Transfer Service (FTS) website.

- [Electronic Submission Manual](#)

Phase 2

- Access the following link - https://MiFTS.state.mi.us
- Log in using the assigned FTS user ID number DCHXXXX and temporary password.
  - Do not change your password during the testing phase as MI Medicaid will not be able to retrieve it. Upon completion of the testing phase, you will have the opportunity to change your temporary password.
- Upload the test file(s).
  - When sending claims electronically, remember that in the ISA, GS and NM1 segments, the submitter ID must be only the XXXX – no "DCH".
  - Include "T" for test in the application ID, for example, 5475T.
  - Submit your test file to mailbox DCHEDI.
- Email MDHHS-B2B when you have successfully submitted the test file to request that MDHHS review your test results. MDHHS will review the file and reply.

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Submit Production Transactions

Once the billing agent has an approved application, completed testing requirements, and has a valid connection production transactions can be submitted.

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Electronic Claim File Process

- Methods of submission
  - CHAMPS: Batch Upload
  - FTS: offers 3 types of secure internet connections: SFTP, FTPS (FTP/SSL), and HTTPS (website).
  - CORE (MIME Multipart SOAP +WSDL)

- Retrieve Acknowledgement/Response HTML Report

- Submitting Electronic Files to MDHHS

- Electronic Submission Manual

- Upload File (Batch Upload) Instructions

- Associate a Billing Agent & Authorize the 835

Submit Production 837 Files

Production claim files must use an FTS Class ID of "5475"; and a "P" in the ISA15 data element of the Interchange Envelope.

FTS sends the file to CHAMPS to process

Retrieve 999 Acknowledgment
*non-HIPAA compliant files receive no 999

Accepted
The file will be processed. Claims will be available for status in CHAMPS.

Partially Accepted
One or more transaction(s) in the file were rejected and the file stopped loading after the transaction that caused the failure.

Rejected
One or more transaction(s) failed to load. The file should be reviewed prior to resubmission.

Status Claims

Provider(s) can utilize CHAMPS to check their claim status

Submit a 276 on behalf of a provider(s).

Receive 835/Electronic Remittance Advice (ERA)

Within CHAMPS the provider must authorize the billing agent to receive the 835.

Only one recipient per tax ID can be authorized to receive the 835.

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Production File Types

- Use the 'Class ID Filename' for files that are submitted through the FTS to MDHHS, and to recognize files that MDHHS returns to your billing agent "mailbox".

- A complete list of Class ID Filenames can be found in the [Electronic Submission Manual](#)

Blue indicates a file type/class ID that is submitted to MDHHS by a billing agent or provider.

Grey indicates a file type/class ID that is returned to the submitter as a response.

5475 (837) – FFS Health Care Claims

4987 (835) -Health Care Claim Payment and Remittance Advice

5414 (270) – Medical Eligibility Inquiry

5415 (271) – Medical Eligibility Response

4952 (276) – Health Care Claim Status Inquiry

4953 (277)- Health Care Claim Status Response

5476 (837) Encounters Transactions *contact Encounters email address

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Technical Contact Requirements & 835 File Reposts

MDHHS communicates changes with billing agent enrollments, 835 repost requests, and FTS password reset requests with the CHAMPS Technical Contact on file in the CHAMPS enrollment information.

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CHAMPS Technical Contact Information

- [Keep up to date with messages- Listserv Instructions](#)

- [CHAMPS Billing Agent Modification Instructions](#)

- Automated emails coming in June CHAMPS release.
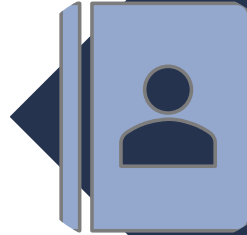
Make sure the CHAMPS billing agent's technical contact information is up-to-date!

MDHHS uses this contact information to:

- Notify billing agents of file issues, CORE password expirations, and communicate with the billing agent.
- The technical contact email address is verified for any inquiry related to FTS file reposts or FTS access issues.

Updates in June

- CORE Password automation coming
- Automated email from CHAMPS with CORE passwords expiring in 30 days sent to the technical contact.

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835 File Repost Requests

- The domain Administrator has the responsibility of assigning rights for all users within the organization to access the billing agent's file
  - [Domain Administrator Functions](#)

- If a current MILogin user does not have access to the billing agent domain, the user will need to contact the domain administrator or if the domain administrator needs to be updated complete the following:
  - Electronic Signature Agreement Cover Sheet [MDHHS-5405](#)
  - Electronic Signature Agreement [DCH-1401](#)
  - Please send all requests to MDHHS-DomainRequests@michigan.gov

- 835 repost requests can only be processed if the original file date is beyond 10 business days from the pay-cycle date.
  - If downloaded in the FTS by someone in the organization the 835 would still be available and would show under the 'Downloaded' tab, not under the 'Available' tab in the FTS.
  - 835 files can only be reposted to the original recipient of the file.
  - Reposted files are not renamed and would be named the same as they were named when submitted.

- Requests must be submitted by the technical contact on file in the CHAMPS billing agent enrollment information.
  - The billing agent enrollment information may need to be modified to update the technical contact. Access to the billing agent domain can be granted by the billing agent domain administrator.

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COVID-19 Public Health Emergency (PHE) Updates

For more information visit
www.Michigan.gov/2023BenefitChanges.

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COVID-19 Public Health Emergency (PHE) Updates

The U.S. Department of Health and Human Services is planning for the federal Public Health Emergency (PHE) for COVID-19, declared under Section 319 of the Public Health Service Act, to expire at the end of the day on May 11, 2023.

As per federal legislation, Michigan will restart monthly eligibility renewals for both fee-for-service Medicaid and Medicaid Health Plan (MHP) starting in June 2023. Certain waived policies that were in place during the PHE are now in the process of unwinding and will continue the unwind process as the authority for these policies expires.

As MDHHS prepares for the scheduled end of the federal PHE on May 11, 2023. We encourage providers to take the following steps:

- Review the PHE policy crosswalk table webpage to see which policy bulletins or L letters may impact your provider type.

- Eligibility Notification Timeline table outlines the monthly eligibility renewal process to be used by MDHHS beginning April 1, 2023.

- Continue to verify beneficiary eligibility prior to services. Visit the Eligibility and Enrollment webpage for step-by-step instructions.

  - Eligibility redetermination or renewal dates can be viewed within the CHAMPS eligibility inquiry screen.

- Help beneficiaries verify or update their contact information in MIBridges.

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Billing Agent Resources

MDHHS Trading Partner website: www.michigan.gov/mdhhs/doing-business/providers/tradingpartners

We continue to update our Provider Resources:

CHAMPS Resources

Listserv Instructions

Provider Alerts

HIPAA Companion Guides

Contact Us:

Electronic Files and 835/ERA: AutomatedBilling@michigan.gov

Encounter File Inquires: MDHHSEncounterData@Michigan.gov

Thank you for participating in the Michigan Medicaid Program